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Patent
Attorney's Docket No. 025000-065

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

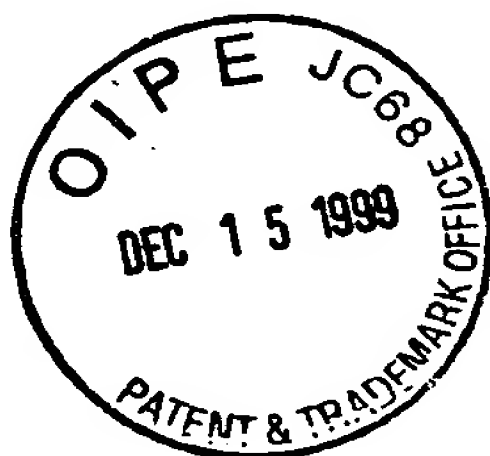
In re Patent Application of

Tom BATEMAN, et al

Application No.: 09/239,701

Filed: January 28, 1999

For: METHOD AND SYSTEM FOR
COORDINATING DATA AND VOICE
COMMUNICATIONS VIA CUSTOMER
CONTACT CHANNEL CHANGING
SYSTEM USING VOICE OVER IP
(AS AMENDED)



Prior Group Art Unit: 2782

Prior Examiner: R. Krick

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PRELIMINARY AMENDMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

By way of voluntary amendment please amend the above-identified application as follows:

In the Claims:

Please add now claims 50 through 79 as follows:

~~50~~⁷. A method according to claim ~~12~~⁷ further comprising:
providing for the selection between a plurality of contact channels.

~~51~~⁸. A method according to claim ~~50~~⁷ wherein the plurality of contact channels include voice
over IP and PSTN channels.

~~52~~⁹. An automated call distribution system comprising a server and a call center,
the server being for providing network service to a customer terminal, the server comprising one or
more pages downloadable to the customer terminal operable to provide a remote help option
selectable by a user of the customer terminal, and upon selection of the remote help option, send a
help request to the call center identifying a contact channel through which the user of the customer
terminal can be reached;

the call center comprising means operable to receive the help request and to contact the user
of the customer terminal using the contact channel identified in the help request.